

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
**INFORMATION DISCLOSURE STATEMENT BY  
APPLICANT**

Atty. Docket No.  
**VIGN1460-1**

Applicants: **John C. Artz, Jr., et. al.**

Application Number  
**10/616,107**

Filed  
**7/9/2003**

For:  
**System and Method of Associating Events with  
Requests**

Group Art Unit  
**2126**

Confirmation Number  
**1669**

**Certification Under 37 C.F.R. §1.8**

I hereby certify that this document is being deposited with the United States Postal Service as First Class Mail to Addressee in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313 on 3-29-05.

*Quinta Chyne*

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313

Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the art listed on the attached PTO/SB/08A and PTO/SB/08B forms be considered and cited in the examination of the above-identified application. A copy of the art is enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. §§ 1.97(g) and (h), no representation is made that a search has been made or that this art is material to patentability of the present application. Applicants respectfully submit that the claims of Applicants' above-referenced patent application are patentably distinguishable from these references.

While Applicants believe no fees are due, if any fees are due, the Commissioner is hereby authorized to charge Deposit Account No. 50-3183 of Sprinkle IP Law Group.

Respectfully submitted,

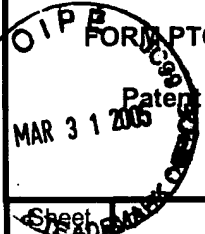
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		<b>Application Number</b>		10/616,107
		<b>Filing Date</b>		07/09/2003
		<b>First Named Inventor</b>		John C. Artz, Jr.
		<b>Group Art Unit</b>		2126
		<b>Examiner Name</b>		Unknown
Sheet 1 of 1		<b>Atty Docket Number</b>		VIGN1460-1
<b>Examiner Initials</b>	<b>Cite No.</b>	<b>OTHER PRIOR ART -- NON PATENT LITERATURE DOCUMENTS</b>		<b>Date</b>
	<b>C2</b>	Cabena, Peter et al., Intelligent Miner for Data Applications Guide, IBM RedBook SG24-5252-00,		03-1999
	<b>C3</b>	Datasage.com News and Events – DataSage Releases netCustomer, the 1 <sup>st</sup> Individualization Solution for E-Commerce, retrieved 2/16/2005 from Archive.org , 3 pgs		08-02-1999
	<b>C4</b>	Datasage.com – Executive Overview – Retail, Retail Data Mining Executive Overview, retrieved 2/16/2005 from Archive.org, 7 pgs		12-1998
	<b>C5</b>	Gallant, Steve et al., Successful Customer Relationship Management in Financial Applications (Tutorial PM-1), Conference on Knowledge Discovery in Data, ISBN:1-58113-305-7, pages 165-241		2000
	<b>C6</b>	Vignette Corporation to Acquire DataSage, Inc., retrieved from Archive.org 2-16-2005, 3 pgs		01-10-2000
	<b>C7</b>	Chapman, Pete et al., CRISP-DM 1.0 – Step-by-step data mining guide, retrieved from <a href="http://www.crisp-dm.org">www.crisp-dm.org</a> 2/17/2005, pp 1-78		2000
<b>Examiner Signature</b>		<b>Date Considered</b>		